



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Matrix Telecom, Inc.**  
**Clear Choice Communications**  
**Excel Telecommunications**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	21.05	18.95	19.75	19.92
D. Business or Customer Service Answer Time [730.510(b)(1)]	21.05	18.95	19.75	19.92
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.00%	100.00%	100.00%	99.66%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.00	0.00	0.00	0.33
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Data for C and D is now being captured. A, B, J and K are not applicable because we resell services and do not maintain this data.



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